

Council of Directors of Student Academic Services

MINUTES | December 18, 2024 | 10:30 AM – 12:00 PM

Zoom Link: <https://okstate-edu.zoom.us/j/94177167318?pwd=8zxxogp05QcepeBUVhFnatJ51QuD5I.1>

Passcode: 405405

S. Baker led the group through a number of updates regarding the advisor onboarding process, the Advising Conference, general education trainings, and first year advising. Additionally, the group talked about planning to send communications to students over the break, encouraging them to work on lifting their registration holds even while the University is closed.

General Education:

S. Baker shared that there will be a session of training on the general education changes at the advising conference. There is a meeting scheduled with T. Mix, C. Francisco, B. Meyers, T. Kerstetter, and S. Baker to further develop this training. The changes to general education include the establishment of the trails but also changes in designations and degree works structure. Other training opportunities will be discussed and established as needed. The training will be multi-layered and will ultimately include different resources like tutorial videos.

S. Baker shared that updates from the transition working group can be shared with the DSAS group as well.

Advising conference Updates:

T. Kerstetter shared a status report over the advising conference which included the following updates:

- As of 12/18 there are 87 attendees registered for the conference.
- The Keynote speaker will be Dr. Valerie Thompson from Wichita State University.
- Maximum capacity for the conference will be approximately 350 attendees, which is consistent with the capacity of the Ballroom in the Student Union.
- The registration deadline is January 13th.
- There will not be online live access to the conference due to logistical complications, however there will be a recording for all sessions.

- Advisors have the ability to choose which sessions they would like to attend, and the event coordinators will use this data to inform how they assign locations to each session.
- Some sessions will have a Q&A and registrants can submit their questions prior to the session so that speakers can maximize the allotted time.

K. Seuhs asked if there is a way to see who from her team has not yet registered so that she can reach out and encourage them to do so. T. Kerstetter confirmed that she could get this information to her and all of the colleges.

Onboarding:

T. Kerstetter shared that she is working on developing a platform within HR systems for onboarding advisors where they will have access to resources and information that they can refer to at any time. Examples of some resources that would be included are tutorial videos, general education and trails, and an advisor “year at a glance,” which will be a foundation for the trainings that will be strategically added into the platform.

The goal is to start the onboarding process in March, with the understanding that there will be opportunities for feedback on what is working and what isn’t so that the process can be adjusted as necessary.

S. Baker shared that materials for the onboarding will be shared with the colleges in January and at that time a follow-up meeting can be scheduled to discuss initial thoughts and feedback.

S. Baker asked if it would be helpful for the colleges to have a shared list of the positions they are hiring for so that they could help each other with candidate recommendations and to grasp a better understanding of the hiring market for advisors at any given time. The colleges agreed that it would be helpful. A. Pinion will create a spreadsheet for this that can be shared periodically throughout the spring.

S. Baker also asked the colleges to share with A. Pinion and T. Kerstetter when a new advisor is hired so that they can update their records and systems.

L. Burns shared that he and his team are working on a way to mass remove advisors so that a list can be pulled at any time. S. Baker shared that the group can find a way for colleges to submit changes on their advising team in small DSAS.

FY Advising Update:

N. Holmes shared that the first-year team is working on getting all students enrolled. They are doing a lot of outreach for holds and new student advising to get them enrolled as soon as possible. He shared that Cowboy Charlie has been a helpful tool because it informs the team on the “why” behind a student’s decision to stay or leave. There are currently less than 100 advising holds. Overall, the team is in a good place and will continue to reach out.

A. Martindale suggested that there be communication to students over the break that explains to them that they can still enroll even if the university is closed if they don't have holds. The group agreed and S. Baker will write up a draft and share it with the team for comments. B. Weaver asked N. Holmes to put together the query and share it with Austin.

B. Weaver suggested that it could be a recurring message, so if a student meets the qualification of “no holds” 4 days after we sent the initial communication, they will automatically get the communication on that day.

Other Updates/Questions:

T. Emmons shared that she sent out a survey to anyone who taught a UNIV 1111 section, and asked the group to ask their team members who taught to fill those out. Tracy would like to do a one-on-one sit down with each of the colleges as well to talk through improvements and feedback from them.

L. Burns shared that he is also collecting comments globally over UNIV as well and will share any findings.

A. Martindale requested that the student survey results for her college be shared with her to inform improvement decisions. L. Burns, N. Holmes, and T. Emmons will collaborate on pulling the results together and sharing with the colleges.

The suggestions was made to T. Emmons that she could create another focus group made up of students’ experiences in their UNIV 1111 class, which would create another avenue for recruiting peer mentors.

Meeting adjourned at 11:15 am.

Minutes recorded by A. Pinion